

HEALTH SERVICES QUALITY IMPROVEMENT IMPLEMENTATION GUIDE

EXERCISE 15

SUBJECT: PHARMACY POLICY AND PROCEDURES MANUAL

PURPOSE: Each clinic pharmacy must maintain a pharmacy policy and procedures manual. The pharmacy policy and procedures manual is a guide to the daily operation of the pharmacy. It provides a concise reference for orientation of new personnel to the pharmacy and a source of information to answer questions in the absence of the regular pharmacy staff. This reference should be developed and maintained by the individual designated as responsible for the pharmacy. Normally, this would be pharmacy officer or "C" School trained pharmacy technician.

DISCUSSION: Enclosure (1) provides a sample of a pharmacy policy and procedures manual. Sections required include cover page, table of contents, introduction, personnel responsibilities, hours of operation, dispensing policies, operating procedures, inventory control, quality assurance, and appendices. Using this sample in developing the manual will ensure that the manual meets clinic needs while covering required topics. It will also ensure a standardized format among USCG pharmacy policy and procedures manuals. Specifics with regard to policies and procedures themselves will necessarily vary by clinic and will need a more extensive explanation than used in this sample. Factors affecting local policies include clinic mission, makeup of beneficiary population, budget constraints, and proximity of military and other pharmacy services. The manual must be updated annually or more frequently if necessary. Annual revision shall be annotated, dated, and signed on the cover page.

ACTION: Clinics will have a pharmacy policy and procedures manual which will be updated annually, or more frequently if necessary.